



REQUEST FOR PROPOSAL

Computer Aided Dispatch System

&

Integrated GIS Mapping System

E911 – Public Safety Communication

Center

Meriwether County, Georgia

I. Rules of Preparation

A. Introduction

The Meriwether County Commissioners invites written proposals from vendors for a nine (9) station turnkey Computer Aided Dispatch (CAD) system with integrated GIS Mapping System. Five (5) workstations will be placed at the Meriwether County E911 Public Safety Communication Center dispatch floor, (2) workstations will be placed in the Emergency Operations Center, and one in each the E911 Directors office and Supervisor's Office and the Contractor should provide information determining that cost per workstation. This Request for Proposal (RFP) is intended to solicit proposals from qualified CONTRACTORS to provide the CAD system identified herein.

The primary objective in procuring a new CAD system is to enhance officer safety and further expand emergency service resource management in connection with an E911 PSAP. Computer Aided Dispatch is a key information system which automates functions including call receipt and dispatching. The system also provides reporting and an analysis capability for CAD calls.

B. Request for Clarification or Interpretations

All questions, requests for clarifications or interpretations should be directed via e-mail to the Project Manager for this project:

Brin Jones, Director
Meriwether County E911- Public Safety Communications Center
Technical Services
b.jones@meriwethercountyga.gov

A prospective Contractor may submit a request for clarification or interpretation of any aspect of the Request for Proposal. All clarifications and interpretations made will be distributed to those Contractors submitting a contact name and email address.

Meriwether County shall not be obligated to respond to requests for clarification or interpretations not received on a timely basis.

C. Estimated Key Dates

Table 1. Key Dates

Event	Date
Release RFP	April 3, 2015
Written Questions Due	April 20, 2015
Proposal Due Date	April 27, 2015 4:00 PM
Contractor Demonstrations	April 13 th thru 18 th 2015 by appointment
Bids Opened	April 28 th 2015
Contractor System Selection and Award	May 13th 2015
Target Implementation Date	August 1st, 2015

D. Submission of Proposals

All responses to the Request for Proposal must be received no later than 4:00 p.m. on April 27th, 2015. All proposals must be submitted in accordance with this Request for Proposal.

Please submit one (1) sealed original with ten (10) copies of the proposal to the following:

Meriwether County Board of Commissioners Office
Attention: Brin Jones, Director
17234 Roosevelt Hwy, Building B
Greenville, GA 30222

Brochures, photos, financial statements, annual reports and/or other information not specifically requested may be appended to the back of each proposal packet. All proposals should be marked "**Meriwether County CAD Proposal.**" Incomplete or late submissions will not be accepted. Faxes will not be accepted. Proposals received after the designated time and date will be returned unopened.

The Prime Contractor identified will be responsible for all services offered in the proposal whether performed by the Prime Contractor's own personnel or through the use of Subcontractors. One consolidated response with all cost items included in the cost summary shall be submitted.

Prospective provider responses must clearly detail how the software and services proposed can best satisfy the County's requirements. A thorough demonstration may be required of all proposed Software and Systems by selected finalists if more than 1.

Prices quoted in the proposal response shall remain fixed and binding on the Contractor for not less than 180 days.

1. Proposal Format

The submitted proposal must follow the rules and format established within this RFP and specified below. Include all sub-topics and sub-numerals provided herein.

- I. Specifications and Technical Discussion
- II. Vendor Information
- III. Maintenance Proposal
- IV. Miscellaneous
- V. Instructions to Contractors
- VI. General System Specifications
 - VI.I General
 - VI.II System Hardware
 - VI.III Implementation and Training
- VII. Computer Aided Dispatch Software
 - VII.I Software
 - VII.II Geobase System
 - VII.III Enhanced 911 Interface
 - VII.IV Geographic Display

E. Inclusion of Taxes

Unless otherwise specified in this solicitation document, the Contractor shall include and be responsible for paying all taxes, which shall be applicable to the goods or services or the furnishing or sale thereof.

F. Cost of Preparation of Proposal

Meriwether County will not pay costs incurred in the proposal preparation, printing, demonstration or negotiation process. All costs shall be borne by the proposing Contractor, with the exception of costs associated with Meriwether County personnel visits to other sites.

G. Demonstrations

Meriwether County will require a thorough demonstration of all proposed Software and Systems by selected finalists if more than 1. Contractors should demonstrate their ability to provide additional information services as described in the Project Intent.

H. Evaluation

An evaluation team will evaluate proposals on a variety of quantitative and qualitative criteria. The selected proposal shall provide the most-effective approach that best suits the County's needs. The lowest price proposal will not necessarily be selected.

Meriwether County reserves the right to reject any or all proposals, or to make no award. They also reserve the right to require modifications to initial proposals or to make partial awards and to make subsequent follow-up requests for additional information or follow-up interviews.

Notwithstanding the recommendations of the evaluation team, final award cannot be made without the explicit approval of the Meriwether County Board of Commissioners.

The criteria upon which the evaluation of the proposals will be based include, but are not limited to, the following (associated weights will be used as factors for proposal evaluation):

➤ **Overall Proposal**

- ☛ Completeness and thoroughness of the proposal. All required information must be provided in the format specified.
- ☛ Vendor's understanding of Meriwether County's purpose, scope and objectives, including the applicability and quality of the vendor's approach.

➤ **Contract**

- ☛ The vendor's willingness to negotiate a contract, including payment terms, acceptable to the Meriwether County Commissioners.

➤ **Vendor Experience and Resources**

- ☛ The quality, relevance and number of references.

- ☞ The vendor's ability to successfully install the proposed system, as demonstrated by installation of a similar system in at least two comparable jurisdictions within the past five years.
- ☞ The financial stability and resources of the vendor.
- ☞ Vendor's ability to provide all future projected Public Safety Information Services including but not limited to Fire, EMS and Police Records Management, Mapping GIS Data integration, Mapping / GIS Data Editing, and Providing Mobile Mapping Data to field units.
- **Customer Support/Warranty and Maintenance**
 - ☞ The level of service and responsiveness that the vendor commits to providing.
 - ☞ Qualifications, experience and technical expertise of the vendor's customer support staff.
 - ☞ Ability of the vendor to provide long-term maintenance support.
 - ☞ The vendor's process for providing new releases of software and costs for software subscription (version upgrades).
- **Application Software and Integration**
 - ☞ Design, capability, and functionality of the proposed application software.
 - ☞ The level of integration between modules.
 - ☞ The vendor's ability to interface with existing or external systems.
- **Hardware/Software Design and System Architecture Approach**
 - ☞ Design, capability, reliability and functionality of the proposed software and any hardware required, including conformance with the current network system.
 - ☞ The vendor's current technological position and future direction.
- **Implementation/Project Management**
 - ☞ Level of assistance to be provided by the vendor during the implementation process.
 - ☞ Philosophy and approach toward data conversion.
 - ☞ Feasibility, timeliness and quality of the implementation schedule.
 - ☞ Ability to meet Meriwether County's implementation deadlines.
- **Training, Documentation and System Administration**
 - ☞ The amount and extent of user training
 - ☞ Quality and extent of the documentation to be provided
 - ☞ The extent of the effort required to perform system administration functions.
- **Costs**
 - ☞ One-time costs. Although the lowest cost proposal may not necessarily be awarded the contract, costs are important evaluation criteria.
 - ☞ Ongoing costs for maintenance, project management, support, etc.

- Ability to purchase additional components to the CAD system modularly as needed.

I. Exceptions to the RFP

The format of the RFP must be followed and all requested information must be submitted as indicated. However, Meriwether County is receptive to additional suggestions pertaining to the services and System capabilities contained in the RFP that the Contractor believes would be useful.

J. Confidentiality of Documents

All documents submitted, as part of the Contractor's proposal will be deemed confidential during the evaluation process. Contractor proposals will not be available for review by anyone other than the Evaluation Team. Any areas of your bid that include proprietary or confidential information must be clearly identified as such so those areas can be excluded from public view. Pricing cannot be considered proprietary information. Following award of contract, all proposals become public documents and are available for public view through Meriwether County upon written request.

K. Contact with Employees

In order to ensure fair and objective evaluation, all questions, correspondence, etc. related to this RFP should be addressed directly to the point of contact for this project as noted in Section I.B.

L. Withdrawal of Proposal

Any Contractor may withdraw its proposal, either personally or by telegraphic or written request at any time prior to the time set for the opening of proposals.

M. Reservations

Meriwether County reserves the right to reject any or all bids and any item or items therein, and to waive any non-conformity of proposals with this RFP, whether of a technical or substantive nature, as the interest of Meriwether County member agencies may require.

N. Errors and Omissions

Contractor shall not be allowed to take advantage of any errors in or omissions found in the Request for Proposal. Full instructions will be given if such error or omission is discovered and timely called to the attention of the Meriwether County Commissioners.

O. RFP Not Contractual

Nothing contained in this Request for Proposals shall create any contractual relationship with the Contractor and Meriwether County. Meriwether County will accept no financial responsibility for costs incurred by any Contractor regarding this RFP.

P. Patent Fees, Patent, Copyright, Trade Secret and Trademark Fees

Each Contractor shall include in the price bid any patent fees, royalties and charges on any patented article or process intended to be furnished or used in the proposed system.

Q. Other General Conditions

1. **Current Manufacture:** All Hardware and Software furnished under this specification shall be standard products of manufacturers regularly engaged in the production of such equipment and shall be the manufacturer's latest design. All material and equipment offered shall be new and unused.
2. **Purchase Alternatives:** Meriwether County reserves the right to purchase more or less of any item proposed at the unit price offered unless specifically limited in a Contractor's response. Meriwether County reserves the right to procure hardware, software, or components through alternative, third party or other resources at a lower cost, as approved for compatibility by the Contractor.
3. **Site License Option:** Meriwether County will consider the purchase of a site license for all system components proposed. Site license costs versus user licenses should be proposed as an option and clearly identified.
4. **Current Version:** "Packaged" application and system software shall be the most current publisher or Contractor's version, as of date of contract. Beta test versions must be specifically highlighted for review.
5. **Prior Use:** Meriwether County reserves the right to use hardware and software furnished under this proposal prior to Final Acceptance to insure it meets contract obligations. Such use shall not constitute acceptance of the work or any part thereof by Meriwether County.
6. **Availability of Funds:** In the event that sufficient funds are not available for the project, Meriwether County reserves the right to negotiate the scope of this contract, delay implementation, reject all proposals, or award another type of contract.
7. **Requirement to Meet All Proposal Provisions:** Each Contractor shall respond to all of the specifications and proposal terms and conditions. By virtue of the proposal submission, the Contractor acknowledges agreement with and acceptance of all provisions of the specifications except as expressly qualified in the proposal.
8. **Proposal Retention and Award:** Meriwether County reserves the right to determine and waive non-substantial irregularities in any proposal, to reject any or all proposals, to reject one part of a proposal and accept the other, except to the extent that the proposals are qualified by specific limitations, and to make award as the interest of Meriwether County may require.
9. **Business/Delivery License:** Prior to beginning any work or delivering any equipment or material to be furnished under this solicitation and proposal, the Contractor shall secure the appropriate business/Delivery license needed.

II. Background and System Overview

A. History

Meriwether County is located in West Central Georgia. The total county population is approximately 23,000. It is now considered part of the Metro Atlanta area. Meriwether County consists primarily of seven small cities, with an outlying rural

population serviced by fire services, EMS and law enforcement agencies. The city and county services are:

- **Greenville:** The City of Greenville has its own police and volunteer fire department. Greenville VFD has an auto-aid agreements with Meriwether County Fire Department and is the primary EMS provider for the city. The Greenville Police Department is responsible for patrolling and investigating within city limits.
- **Luthersville:** The City of Luthersville has its own police with Meriwether County Fire Department providing fire protection and is the primary EMS provider for the city. The Luthersville Police Department is responsible for patrolling and investigating within city limits.
- **Manchester:** The City of Manchester has its own police and fire departments. Manchester Police are responsible for patrolling and investigations within city limits. Manchester Fire is responsible for fire suppression, first response to medical calls, and investigations of fires within city limits. Meriwether County Fire is the primary EMS provider. Manchester Fire has an auto-aid agreement with Meriwether County Fire.
- **Warm Springs:** The City of Warm Springs has its own police with Meriwether County Fire Department providing fire protection and is the primary EMS provider for the city. The Warm Springs Police Department is responsible for patrolling and investigating within city limits.
- **Woodbury:** The City of Woodbury has its own police with Meriwether County Fire Department providing fire protection and is the primary EMS provider for the city. The Woodbury Police Department is responsible for patrolling and investigating within city limits.
- **Town of Gay:** The town of Gay offers no municipal Public Safety Services and is provided by Meriwether Fire and Sheriff's Office.
- **Town of Lone Oak:** The town of Lone Oak offers no municipal Public Safety Services and is provided by Meriwether Fire and Sheriff's Office.
- **Meriwether County:** serving the unincorporated areas, responsible for fire suppression, and investigations of fires. Meriwether County Fire is the primary EMS provider for the whole county

Meriwether County Sheriff utilizes EAGLE as their reporting RMS and JMS software.

The Meriwether County fire department utilize NFIRS reporting software. Manchester Fire Utilizes FIREHOUSE as their reporting software

It is preferable not absolute that the selected services interface with the CAD / GIS System

The Meriwether County area currently has one dispatch center located in the Meriwether County Public Safety Communications Center located in Greenville, Georgia.

The ultimate goal for this purchase is to replace the existing aging CAD system and obtain a modern CAD that has its own modern mapping system, map editing system, and mobile mapping capabilities.

The ultimate long range plan for Meriwether County, area law enforcement and fire/EMS is to be able to purchase modern records management software that could support all agencies by one discipline. We would also like these systems to work hand in hand with a chosen CAD system. The total project may have to be purchased in stages. This CAD RFP is the first stage in this project.

B. Project Intent

The CAD system selected will provide the anchor for Meriwether County's public safety information system. Strategic project goals and priorities for the system include the following:

- Become a regional leader in the use of information technology
- Enhance the agencies' relationships with constituents by implementing systems that improve public safety
- Leverage advances in public safety technology to improve operations in the most cost-effective manner that satisfies operational needs.
- Implement systems that maximize efficient deployment of public safety personnel
- Increase productivity by eliminating duplicate and/or unnecessary tasks
- Deploy systems in a manner that minimizes disruption to current operations
- Provide timely and consistent data necessary to effectively manage public safety resources
- Enhance system integration to increase efficient use of data by end users and management
- Acquire workflow capabilities to automated business processes
- Increase accountability via electronic routing and approval with field reports
- Provide integrated, comprehensive crime analysis functionality that enables law enforcement to proactively identify crime patterns and trends
- Increase officer, firefighter, deputy and all emergency worker safety

- Improve public safety response time
- Provide analysis tools that support individual and department accountability
- Increase overall usability and user-friendliness of systems

B. Project Intent cont'd

- Provide comprehensive training on the new systems
- Develop a service-oriented relationship with systems vendors
- Allow flexibility in providing solutions; open systems
- Increase appropriate staff access to information
- Utilize wireless technology in a manner that enables paperless processing, real-time mapping and other dynamic applications
- Acquire an end-user centric system that will improve availability, accessibility and timeliness of information to personnel in the field

a. Interfaces

i. Existing Connections

1. **Computer Aided Dispatch System:** It is the intent to replace Meriwether County's current CAD system with a new comprehensive, redundant CAD system that is fully-integrated with current record management systems (RMS), E911, a geographical information system (GIS) and indicated external systems, (e.g. jail management system (JMS) and fire/EMS RMS). The existing CAD system was provided by Interact Public Safety Systems in 2006. The proposed CAD should eliminate the need for redundant data entry, and provide the ability to conduct real time integrated mapping for all dispatchers and mobile field units throughout Meriwether County. The CAD Software, mapping software, CML software, JMS & RMS Software, state ILETs software, and any other needed software should be able to all work all using only one key board and one mouse per station. Each transaction or command should require the minimum entry by dispatch personnel. Each transaction or command should be able to be completed by keystroke, mouse click and shortcut functions.
2. **E-911:** Meriwether County is currently working on a 5 full position and 5 phone only E-911 telephone system with Emergency Call Works and a 5 position MIP5000 Radio control console thru Motorola Solutions
3. **Sheriffs Office Records Management System:** It is preferred the CAD system should provide ability to interface with EAGLE Record Management System.

4. **Geographical Information System (GIS):** Currently Meriwether County utilizes data via ARC-Editor and ARC-View software from the County's GIS Department. The County plans to acquire mapping software more specific to E911 and Emergency Dispatch. The chosen CAD provider will be able to extract the appropriate data from the County GIS data system for mapping and it is preferred this system has the ability to edit and create these same map files
5. **Fire EMS Records Management System:** Currently the fire department uses a web based interface straight into NIFRS and EMS recently implemented a new billing and reporting system thru EMS Consultants, Lagrange, GA It is preferred the CAD provider will provide an interface to those reporting systems or show a more cost effective solution. It is also the desire to have an auto-notify which could be sent to on or off duty personnel via a pager, a PDA, or cell phone, as well as station tones, once the proper response code was given by the CAD software. A prospective CAD provider would need to be able to show this capability or if it is not yet available, to provide a time line when this feature could be added.
6. **EMD:** Meriwether County wishes to be able to provide this as a service to its citizens in the very near future.
7. **CAD VIEWING ACCESS:** Ability to remotely view CAD from remote locations such as the Sheriff's Office, Emergency Operations Center and fire stations is expected.

ii. **Anticipated Connections**

1. **Mobile Data:** The County will enhance existing mobile data computing software. The chosen CAD provider will also have suitable component ability for mobile data public safety functions including but not limited to state interfacing, in-car messaging and field report generation.
2. **GIS Mapping:** The County plans to purchase a mapping component to enhance E-911 and Emergency Dispatch.
3. **Record Management:** The County currently uses EAGLE Records Management System.

b. **Specifications and Technical Discussion**

Present information to describe the features of the proposed system and how it will meet the overall and specific requirements of the RFP document. At a minimum, it should cover the following:

- i. A detailed list of proposed software, hardware, design and implementation costs presented in a modular pricing format.
- ii. Optional pricing for additional information systems including associated costs.
- iii. Contractor shall provide information on proposed minimum hardware and operating system requirements, database management system, applicable software needs, ability to interface with all existing connections and all associated costs.
- iv. A description of ability to interface with E911, Phase II Wireless E911, State of Georgia GCIC law enforcement data system, and County's GIS data system for mapping.
- v. The proposal shall provide information on its ability to interface with all the local police, fire, and EMS Records Management software.
- vi. The proposal shall describe any EMD Interface ability or EMD software solutions.
- vii. It is also the desire have an auto-notify which could be sent to on or off duty personnel via a pager, a PDA, cell phone, or other acceptable notification system, once the proper response code was given by the CAD Software. A prospective CAD provider would need to be able show this capability or if it is not yet available, to provide a time line when this feature could be added.
- viii. Identify the cost of converting existing CAD data; and transferring that data to the new system.

C. General Information

a. Contractor Information

Table 2 Contractor Background and Qualifications

Contractor Background and Qualifications	
Provide narrative responses to the following questions. Be sure to provide the necessary documentation for each item listed below.	
Questions	
1.	Specify the number of years the vendor has been in the public sector software business.
2.	Provide a chronology of the company's growth, heritage, staff size and ownership structure.
3.	Indicate whether the business is a parent or subsidiary in a group of companies.
4.	Provide a brief statement of the company's background demonstrating longevity and financial stability.
5.	Provide details of all past or pending litigation, liens or claims filed against Vendor.
6.	Describe how your company measures customer satisfaction for software applications and customer service & support.
7.	Provide customer list for the State of Georgia

b. Maintenance Proposal

It is important that the CAD system be maintained in a timely manner. The proposal should explain in detail how the CAD system will be maintained, including a breakdown of the associated costs for additional years after year one, and on-going costs for these services. The explanation should specifically include the following:

- i. Description of onsite or remote services
- ii. Maintenance agreement plans available & explain warranties of software & equipment.
- iii. Frequency and cost of CAD software updates and/or enhancements.
- iv. Inclusion of software subscription for version updates
- v. Location of service facilities
- vi. Description of qualifications of any technical support personnel performing maintenance
- vii. Emergency response time; for failures that severely impact the dispatch operation (maximum two (3) hours)

c. Miscellaneous

- i. An authorized representative of the company named thereon must sign the proposal.
- ii. If after review of this Request for Proposal the Contractor finds any functionality of CAD not listed or required herein, the Contractor should submit a list of additions to the proposal.
- iii. Installation and training shall be at the discretion of the County and shall not be overly disruptive to the normal everyday operation of local agencies.
- iv. General systems specifications can be obtained free of charge by contacting the project manager listed in I.B.

d. General Requirement

Computer Automated Dispatch

Functional Specifications shall be submitted on Table 4 as is. Vendors are required to respond to all questions. Enter your responses clearly. No alterations or changes of any kind are permitted.

	General System Requirement and Notes	Will Provide	Not Available	Comments
E-911 CAD Requirements Description				
1	The software must use the industry standard database query engine, Microsoft SQL Server 2008 R2 or higher.			
2	The software will be supported for the Microsoft Server 2008 or newer operating system.			
3	Any client/server installation will allow remote updating, so machines running the client will notify the user at start up to initiate the process when a newer version is available. The client update should NOT be a multiple step process for the user.			
4	The software company must guarantee its install to be successful and have a proven track record of excellent customer service.			
5	The CAD software will integrate with incoming Emergency Call Works and Motorola MIP5000 Radio Console Software Solution			
6	It is preferred that the CAD software should integrate with existing EAGLE RMS JMS and reporting software currently being used by Meriwether County SO			
7	The CAD software will provide a function to map CAD incidents on			
8	Payment will not be provided until the system is fully operational and the system is accepted by the 911 director			
9	The vendor will provide pricing for 4 Full Time Positions, 1 Part Time Position, (2) Admin Positions and (2) Additional positions for The Emergency Operation Center located in same building to be used during severe emergencies. All positions will have full capability and integrate with the Emergency Call Works full positions as well as phone only positions.			
10	The vendor will include wireless messaging service (texting of incidents)			
11	The vendor will include access to the GCIC/NCIC system and be approved as a vendor with GBI			
12	The vendor will include pricing for year 1 support/maintenance in the bid price, subsequent years will be provided as a second line item. Support/Maintenance prices will be provided and guaranteed for 5 years. Support costs will include support on all CAD and Mapping products (CAD, Messaging, NCIC, Map, Map Editing).			
13	The vendor will provide separate pricing for support of up to 30 wireless hand-held devices. Hand-held devices will allow users to view current CAD events and retrieve details about those events- additional line item pricing.			
14	The vendor will provide 24/7 tech support via toll free support line.			
15	The vendor will provide a system that allows agency administrators to add/edit/delete/update activity codes/disposition codes/unit codes/users independently if necessary without vendor support			
16	The costs of implementation and installation of any CAD product and add-ons offered by the vendor (messaging, NCIC support, Mapping) will be all inclusive.			
17	The vendor will offer the County the option to pre-purchase support/maintenance for up to five years to be provided as an additional line item labeled as "Pre-paid support option 5-years"			
18	The CAD software will support future use of MDT access that allows direct connection to 911 CAD database with realtime dispatch updates and messaging. The vendor will provide separate pricing for MDT access on a per unit basis.			

d. General Requirement

Computer Automated Dispatch

Functional Specifications shall be submitted on Table 4 as is. Vendors are required to respond to all questions. Enter your responses clearly. No alterations or changes of any kind are permitted.

19	The vendor will provide a price for CAD reporting stations for agencies served by our agency. Examples would be our Sheriff's Office, Fire and EMS and any other responsible agency deemed appropriate by the 911 Director. This price will be included in the original bid price and will be provided as a site license.			
20	All hardware (workstations, servers) will be provided by the vendor with the following minimum specifications: Dell, HP, or Lenovo, 3rd Gen or higher i5 processor, minimum of 128gb Solid State Drive, no less than 8gb of RAM, high end sound card, speakers, high end video card capable of supporting up to 4 monitors, no less than 6 usb ports with 4 of those being usb 3.0, Windows 7 PRO, These are minimum specifications for work stations. Servers should be based on Vendors expertise however servers should be highend and capable of processing large amounts of information to avoid slow downs and failures, vendors should remember this is for a (9) position system and if all (9) positions are being used then a disaster has hit our county and would reflect poorly on that vendor if the system did not function properly due to substandard infrastructure.			
21	This is a RFP for a turnkey system which means all installation of wiring, setup, servers, switches, routers, work stations, monitors, or any other component provided by vendor is their responsibility to implement and insure is functioning properly.			
22	The project will be completed within 90 days of issuance of Purchase Order. The vendor will pay a \$25 per day penalty on any day past the 90 day requirement unless prior written approval is provided by the 911 director. The existing CAD data integration will be exempt from this requirement.			
23	Pricing will be provided assuming tax exempt status. All shipping and handling costs will be included in the project cost.			
24	CAD System should interface with existing net clock			
25	CAD vendor should be able to carry existing data over to new CAD system			
26	CAD Vendor Project Manager will remain onsite no less than 3 days after implementation			
27	Employees will be allotted no less than 4 days of 4 hour training sessions in which accomadation will have to be made for those employees working nights, ie.... Evening training.			
28	CAD System should be available for viewing purposes from the field or offsite locations.			
29	The CAD software will be capable of receiving ALI feeds via IP Broadcast addition to serial connectivity			
	E-911 CAD Requirements Description			
	CAD Specifications			
30	CAD should have a Text messaging system capable of manual and automatic notification. The automatic notification should be based on call for service type. It must support individuals and or groups.			
31	CAD must seamlessly interface with 911. Upon receipt of a 911 call, the interface box must appear automatically with the following options:			
32	* Accept-creates a new Call For Service			
33	* Append-adds new caller information to an existing Call For Service			
34	* Prior calls-Displays past calls from the number			
35	* CAD must support multiple 911 interface windows.			

d. General Requirement

Computer Automated Dispatch

Functional Specifications shall be submitted on Table 4 as is. Vendors are required to respond to all questions. Enter your responses clearly. No alterations or changes of any kind are permitted.

36	All reports and searches made with CAD are able to be exported out to email, Microsoft Excel, Word, HTML and PDF.			
37	All search results must be viewable in an "ADHOC" type grid view that can be saved as a template.			
38	All search results must be exportable to the CAD map application, provided by the vendor.			
39	CAD has the ability to create files for locations including but not limited to schools and businesses.			
40	CAD contains a HazMat database that can be accessed from the main screen.			
41	CAD has ability for Administrator to write and view custom queries. Administrators may export the results to a comma separated values (csv) file or view on screen.			
42	Automatic notification of prior calls at the location of the current call for service.			
43	User must have access to all details of the prior calls for service.			
44	Automatic notification of current security check requests at the location of the current call for service.			
45	Any Call for Service entry record must support unlimited Image attachments.			
46	The system should contain a color coded timer on the Call For Service entry screen. This function gives call takers visual feedback on time spent processing CFS's for agency defined milestones.			
47	A conversion of existing address data will be provided and maintained locally however vendor will assist through maintenance agreement when needed.			
48	The system must have a (BOLO) feature.			
49	BOLO must support unlimited Image attachments.			
50	CAD must support unlimited unit stacking for pending CFS's.			
51	CAD must have integrated state/NCIC inquiry capability. (Option)			
52	Entry of a name or vehicle tag anywhere in CAD shall result in a search of the BOLO file. A positive hit shall alert the user.			
53	CAD will include application software that facilitates and supports the dispatching of public safety including the performance of law enforcement activities that are initiated as the result of criminal incidents, and the future reporting of information describing criminal incidents.			
54	CAD software should impose no constraints, other than limitations associated with physical storage capacity or the capacity of the database management software, on the number of records that can be maintained by the system.			
55	CAD should provide its users with the means to define code tables, status and other items required for software operation.			
56	CAD should be totally integrated, precluding the need for redundant entry of information.			
57	CAD should provide a comprehensive suite of information entry and update features that provide system users with the abilities to add data by completing appropriately formatted screens, modify previously entered data, access system-maintained information, and delete data.			

d. General Requirement

Computer Automated Dispatch

Functional Specifications shall be submitted on Table 4 as is. Vendors are required to respond to all questions. Enter your responses clearly. No alterations or changes of any kind are permitted.

58	Unit times should be recorded by event milestone and shall not be editable.			
59	CAD will provide for the simultaneous access of a record by multiple users. Multiple users should be able to enter information into an active call for service.			
60	Pertaining to Calls for Service, CAD must have the ability to define mandatory field requirements on New, edit or closing of the event			
61	The software should provide a spell check as a standard feature in modules where narratives may be entered.			
62	The CAD software should provide all users with the ability to print, email or export any report generated or query return by the system			
63	The CAD software module includes applications software that facilitates the dispatching of public safety units that respond to calls for law enforcement, fire and emergency medical services and provide for the compilation and maintenance of information that provides a comprehensive historical record of requests for service and dispatch activities resulting from such calls.			
64	The CAD software should provide for the entry, supplementing, updating and retrieval of a historical record of calls for law enforcement, fire and emergency medical services by providing for the automatic generation of incident numbers and the entry of the following information for all calls: CAD contains a premise database that contains specific information about an address. The information is displayed to the Telecommunicator upon entry of the address or nearby range as defined by SOP. The information can be configured to display automatically.			
65	The system should have the ability to enter specific directions based on an address or range of addresses			
66	The system should have a Message board feature that allows message to be posted for any or all users.			
67	The CAD software will time stamp and date any new call when it is created. This time/date stamp must be viewable within the call history.			
68	The system should allow for units to be assigned to calls prior to being available. This "stack" feature is unlimited and will automatically suggest a unit's next call for service, when that unit comes available.			
69	CAD should have the ability to suggest appropriate units for an event.			
70	The CAD software module should provide for the provision of information describing the status of all public safety units and identifying those units available for service.			
71	The CAD software module should display all "open" calls allowing the dispatcher to view these calls from the main screen until call(s) are closed.			
72	The CAD software module should allow the user to review closed call(s) with audit trail available when reviewing the call(s).			
73	The CAD software module allows for the unit status definition for dispatch and auxiliary to be user-definable and allow an unlimited number.			

d. General Requirement

Computer Automated Dispatch

Functional Specifications shall be submitted on Table 4 as is. Vendors are required to respond to all questions. Enter your responses clearly. No alterations or changes of any kind are permitted.

74	The CAD software module should provide for the determination of an address as the result of the comparison to a landmark database (e.g.; the address of 999 Main Street would be synonymous with "Ford dealership").			
75	The CAD software module should, upon determination of the address to which public safety units are to be sent, automatically provides a recommendation for a response strategy.			
76	The CAD software module should provide the capability to enter routing instructions for selected locations.			
77	The CAD software module should, upon determination of the address to which public safety units are to be sent, automatically provides information describing special circumstances, such as the presence of hazardous materials or specialized medical environments, associated with that address.			
78	The CAD software module should, upon determination of the address to which public safety units are to be sent, automatically provides historical information describing previous incidents at that address.			
79	The CAD software module should warn of a possible duplicate at the address being entered, if one exists. When utilized with the integrated Map system, the system should warn of a possible duplicate within a pre-defined distance buffer.			
80	The CAD software module should, upon determination of the address to which public safety units are to be sent, automatically provides notification of outstanding warrants associated with that address and information describing such warrants shall be available to the Telecommunicator.			
81	The CAD software module should provide a means to maintain information required for pre-planning for special assignments.			
82	The CAD software module should provides a means to maintain information required for the performance of residency security checks (as the result of absences resulting from vacations, family emergencies, etc.) When used with integrated Mobile Data system, mobile units can interact directly with this data within CAD.			
83	The CAD software module should provide time-based notification of lapses in communication between dispatchers and dispatched units assigned to Calls for service. Users must have the ability to reset and edit the timers.			
84	The CAD software module should provide for the entry and display of information indicating available wrecker services and the sequence in which such services should be utilized.			
85	The CAD software module should provide the capability to enter detailed information about the vehicle(s) being towed. When entering vehicle information, the system should inquire the system for BOLO's, and other local RMS information by the same vendor.			
86	The CAD software module should contain a feature to add unlimited additional locations to an incident.			
87	The CAD software module should provide unlimited narrative entry with all transactions date, time and operator stamped. Once entered, the narrative is not capable of being deleted by users. If the narrative is left open, the user shall dynamically see changes and additions made by other users.			
88	The CAD software module should provide for user-defined dispositions of all calls. The number of dispositions attached to a call is unlimited.			

d. General Requirement

Computer Automated Dispatch

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89	The CAD software module should integrate with the Communications Center's MSAG and street files where upon entering an incident, the CAD software will display ESN information as well as cross street locations on the main CAD screen.			
90	The CAD software module should have a MSAG/Street address file. Using NENA 501 byte standard, files can be updated from the Telephone Company or Local sources.			
91	Both the MSAG/Street files Database and The CAD software module should adhere to NENA standards including.			
92	The integration of The CAD software module and MSAG/Street file Database records should be seamless with no data entry required by dispatch personnel. However, the ability to add localized additions to the MSAG exists.			
93	CAD software module users should have access to the MSAG via one button resulting in the display of entire street addresses and structure descriptions for the caller's location. This information is printable.			
94	CAD software module users should have access to the MSAG to search for addresses by resident name, addresses by street name, addresses by house number, or addresses by telephone number and have the ability to create a new call to dispatch or to update a current call for service.			
95	The CAD software module should display the cross streets, directions, map grids and ESN/ELT from the MSAG file upon entry of a valid address by a user, regardless of the call source.			
96	The CAD software module should allow for the entry of an unlimited number of vehicles and persons for one incident. State and NCIC inquiries can be performed from this area, if the State/NCIC option is utilized.			
97	The CAD software module should allow for the addition of user-defined events and the display of the events at all dispatch monitors.			
98	The pending CFS should have the ability to display a unique color.			
99	The system shall support unique, multidisciplinary CFS type assignment dependent upon circumstance.			
100	When a mobile unit clears from a CFS and no units remain, the option should exit for the CFS to return to the pending status.			
101	The system shall support adding additional locations to an existing CFS. This should be a one button update process from 911 and also support a manual process.			
	E-911 MAP Requirements Description			
	Map and GIS Functions (OPTION)			
102	The CAD software module should use Geographic Information Systems (GIS) in conjunction with Standard data formats from Environmental Systems Research Institute (ESRI). The system should be capable of using either. Personal Geodatabases, Shape files, or SDE Connections.			
103	Vendor must identify their ability to perform custom map development.			

d. General Requirement

Computer Automated Dispatch

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104	The CAD software module should have Automatic mapping of all active calls entered in the CAD software.			
105	911 calls should be displayed as a separate layer.			
106	911 calls plot automatically upon answering the call.			
107	A history window should contain 911 calls			
108	The CAD software module is FCC Phase II Wireless 911 compliant.			
109	The CAD software module's GIS mapping interface should have the ability to add map layers, edit those layers color, size and add aerial photography.			
110	The CAD software module's GIS mapping interface will display search results from CAD's historical CFS search.			
111	The Map Viewer should integrate with Pictometry™ oblique imagery.			
112	It is preferred that the Map viewer interface with Google street view and Bing map sources.			
113	Support for the CAD and MAP software module should be available twenty four hours a day, seven days a week.			
114	The Map Viewer should support interfacing to Meriwether County's tax imagery.			
115	Units displayed on the map should contain the follow information: * Unit ID * Last status * Call type			
116	(7) Vehicles to have a mobile map solution, being able to see the call they are dispatched to.			
117	Maps should have editing ability and easy to add new roads and addresses as needed			
118	The ability to respond to the Centers issues, questions, or problems in a timely manner			